

MANAGEMENT EMPLOYMENT OPPORTUNITY

CITY OF
LONG BEACH



FLEET TOWING SUPERINTENDENT FINANCIAL MANAGEMENT DEPARTMENT

The City of Long Beach is seeking an innovative, creative and strategic leader dedicated to the efficient administration of the City's towing and lien sales operation.



THE COMMUNITY

Ideally located on the Pacific Ocean south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 490,566) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen

Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 5.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the state and was recently ranked the No. 3 best-value public college in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. Known for its livable and desirable neighborhoods, America's Promise Alliance named Long Beach as one of the 100 Best Communities for Young People two years in a row. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. Long Beach is the seventh largest city in California, and has been referred to as the "most diverse city" in the country by USA Today. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager to oversee the administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport and is one of only three cities in California with its own Health and Gas & Oil Departments. Long Beach is supported by a total FY2016 budget of approximately \$2.7 billion, with the General Fund budget totaling \$427 million. More than 5,800 full and part-time employees support municipal operations with the majority being represented by nine unions.



THE POSITION

The Fleet Towing Superintendent is an at-will position, reporting to the Fleet Services Bureau Manager in the Department of Financial Management and is responsible for providing towing and lien sales support to the City's law enforcement personnel including Police, Parking and Code Enforcement. This 24-hour per day, 7-day per week operation is one of the few municipally managed towing operations in the country. The successful candidate will need excellent business skills in addition to a thorough understanding of operations to manage a constantly fluctuating environment.

THE BUREAU & DIVISION

The Fleet Services Bureau provides vehicle and equipment acquisitions, preventative maintenance, unscheduled repair, fueling, and towing/impound services to the City of Long Beach. The Bureau has a fiscal year 2016 budget of over \$51M, a staff of 114 employees, and is comprised of four divisions: Fleet Administration and Operations, Fleet Acquisitions, Fleet Maintenance, and Towing and Lien Sales. The Towing and Lien Sales Division, with a staff of 28, responds to approximately 1200 calls for service per year and generates approximately \$3M from the lien sale of impounded vehicles.

EXAMPLES OF DUTIES

- Plans, directs and coordinates the City's towing and lien sales program, establishing performance goals and standards for both City personnel and contractors;
- Manages an annual operating budget of \$5.7 million;
- Oversees a total of 28 staff in providing towing services for City of Long Beach law enforcement personnel, lien sales of unclaimed vehicles and equipment, release of vehicles and property, incident and damage claim reporting, vehicle inventory, and maintenance of the property and grounds of Towing and Lien Sales Division facilities;
- Ensures driver compliance with Department of Transportation requirements, safety training and maintenance of operating equipment;
- Provides support for City of Long Beach events, towing of City vehicles, and other operations as requested;
- Responds to council complaints and customer service issues;
- Oversees the maintenance and repair for a fleet of ten tow trucks, two fork-lifts, and other various equipment;
- Oversees a bi-monthly public auction event to liquidate unclaimed vehicles and property;
- Works directly with law enforcement personnel to safeguard and process police evidence;
- Conducts research to support determination of appropriate fees and policies and procedures to ensure effective and efficient operations and revenue generating opportunities;
- Serves as a technical expert regarding towing of vehicles and the application of related municipal, vehicle and penal codes;
- Assures the financial success of the Division and conducts financial and staffing modeling to ensure operational sustainability.

CHALLENGES AND OPPORTUNITIES

The Towing and Lien Sales Division requires a manager that can resolve challenging issues encountered during daily operations and adapt to constant change in the public service environment. Establishing good communication channels and constructive working relationships with other departments is key to anticipating how changes will impact the towing and lien sales operation. The City is currently upgrading many of its computer systems for financial and personnel management. The computer software for managing the dispatch, towing, vehicle inventory, and lien sales operation will also be upgraded in the near future. Utilizing management reports for performance, trending, and interfacing with other City systems will be necessary to ensure the success of the Towing and Lien Sales Division. Personnel development, employee accountability, and employee recognition are areas where future efforts will be focused.

MINIMUM REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree in a field related to the position (e.g. Public Administration, Business Administration, Service Industry Management) **and** five years of progressively responsible professional, administrative and leadership experience performing work related to towing or fleet management including three years of direct field and office supervisory experience. Related experience may be substituted for the required education on a year-for-year basis. Candidates must have strong oral/written communication skills. A California Class C Driver License is required.

DESIRABLE QUALIFICATIONS

Proficiency with complex database systems for inventory management; experience with cash handling operations, deposit reconciliation, audit processes, and budget implementation; familiarity with California Department of Transportation requirements for towing operations, and applicable towing and lien sales vehicle codes; experience managing a 24-hour per day, 7-day per week service operation, experience managing a customer service program in a code enforcement environment.

SALARY + BENEFITS

The midpoint for this position is \$101,000. Salary is commensurate with work experience. The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPR, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – 12 days (96 hours) after one year of service; 15 days (120 hours) after four years, six months of service; 20 days (160 hours) after 19 years, six months of service.
- **Executive Leave** – Forty (40) hours per year.
- **Sick Leave** – One day (8 hours) earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four floating personal holidays (8 hours per holiday).
- **Monthly Auto Allowance**
- **Health Insurance** – Two plans are available: one HMO, and one PPO plan. The City pays major portion of the premium for employee and dependents.
- **Dental Insurance** – Two dental plans are available for employees and dependents.
- **Life Insurance** – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- **Disability** – City-paid short-term and long-term disability insurance.
- **Management Physical** – Annual City-paid physical examination.
- **Deferred Compensation** – Available through ICMA Retirement Corporation.
- **Flexible Spending Accounts (FSA)** – Available for health and dependent care expenses.

APPLICATION PROCESS

This recruitment will close at **11:59 p.m. on Tuesday, January 5, 2016**. To be considered for this opportunity, applicants must submit an online application, including resume and cover letter that reflect the scope and level of their current/most recent positions and responsibilities, including salary history. Online applications can be filed at <http://agency.governmentjobs.com/longbeach/default.cfm>. Candidates must also complete the online supplemental questionnaire.

Following the close of filing, applications will be reviewed and those candidates determined to be the best qualified will be invited to participate in the selection process which will include an oral interview by a selection panel. The selected candidate will be required to undergo a thorough background and reference check. Incomplete applications or candidates who clearly do not meet the minimum requirements of the position will not be considered.

This information is available in an alternative format by request to the Department of Public Works, Personnel Services Division, at (562) 570-4686. If you require an accommodation because of a disability in order to participate in any phase of the application process, please request when submitting your application or call (562) 570-4686.

EQUAL OPPORTUNITY

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

SUPPLEMENTAL QUESTIONNAIRE

Please submit your written response to the following questions in PDF format. Responses are to be no more than two pages per question. Please include your name on all information submitted. The responses submitted will be used as part of the evaluation and selection process for the Fleet Towing Superintendent position.

1. The Fleet Towing Superintendent must be able to work side-by-side with colleagues and management in order to perform his/her job successfully. Please describe your experience working with management to solve a specific problem (service or system), including your technique for approaching issues collaboratively.
2. Describe your experience working with a team or as a team leader and how you directed each team member. Describe your experience working with difficult team members, and how your approach to the team motivated and assisted individual members to grow.
3. Describe your experience managing a business, fleet maintenance, or towing operation. Include the size of the operation (FTEs), the scope of your duties, any fleet or towing related computer applications used and their purpose, your experience with contract management, and your experience with budgeting, billing, and chargeback systems.